



Inspection Report on

Plas Gwyn Care Home

**Plas Gwyn
Llanrhystud
SY23 5BY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26/10/2023

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About Plas Gwyn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Tilmala Healthcare Ltd
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	8 September 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very positive about the person-centred service they receive. People are supported by an exceptionally understanding and caring staff team, with whom they have built up excellent relationships. The service is led to a very high standard by the Responsible Individual (RI) and manager, people and staff told us they value their highly effective support and guidance.

The environment is homely and comfortable, with well-maintained communal rooms and grounds for people to interact with each other, their visitors and staff.

The RI is well known and respected by people who live at the service, their representatives and staff. Information from their Regulation 73 visits and internal audits inform their six-monthly quality of care review.

Well-being

People receive excellent person-centered care and are respected as individuals. A representative told us *“The staff are so caring, they treat her with respect and they really listen to her”*. People are supported to do the things that matter to them, such as maintaining independence and developing relationships. There is a highly creative culture at the service. We were told about an individual who could no longer visit a place of significant meaning to them, staff visited the place themselves to enable them to have meaningful and detailed conversations with the person. Interactions between people and the whole staff team are understanding and reassuring. An individual told us *“This place is special, excellent and they look after me so well”*. People live in a service that has an 'Active Offer' of the Welsh language and staff can skilfully communicate in Welsh or English or both languages simultaneously as people choose.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive an induction, ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to raise any concerns and have confidence in the manager. A representative told us *“Whatever the issue is, they will sort it out”*.

The building is homely and people personalise their own rooms as they choose. Communal areas are comfortable, bright and spacious. People use the different spaces available to do things they enjoy, for example chatting with each other, reading, enjoying the views and engaging in planned activities. The grounds are accessible and welcoming for people to do things that matter to them such as enjoying the fresh air. Individuals also do things to help keep them as healthy as possible, such as going for walks or gardening.

People have a voice and input into the running of the service. The RI is involved in the day-to-day operation of the home and includes people in quality assurance. Governance processes focus on developing the service by using information from audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very happy with the high standard of care and support they receive. The highly effective support enables people to remain as independent as possible within the service and to continue being active members of their local community. Engaging care workers know people well, understand their unique needs and individual preferences. We saw many positive and understanding interactions between people and the whole staff team. A person who lives at the service said, *"This place has been brilliant, you won't get any complaints from me"*. Passionate staff respect people and work in line with their individual needs and preferences. A care worker told us, *"I love it here, we're like a family and I love the residents"*. People's representatives are also positive about the care and support at the service; one told us *"It's a care home and they all really do care, they go the extra mile"*.

People, their representatives, care workers and professionals are involved in developing and maintaining personal plans. The provider has concise and highly effective personal plans that are tailored to each individual. These plans support staff to understand people well, while enabling them to achieve their outcomes. The manager and deputy review plans every month and ensure information is accurate and up-to-date. Documentation shows good evidence of health and social care professionals being involved. A visiting professional spoke positively about the service and highlighted the staff's approach.

There are highly effective systems in place to ensure medication is appropriately administered to people. The service has an outstanding approach towards understanding the side effects of specific medication and reducing the need for them. We were told about an individual who no longer required a certain medication because they felt happy at the service and everyone involved spoke about the positive impact this has had on their life.

The service has a planned activities programme and people enjoy regular, day to day pastimes such as reading, watching television, playing board games and interacting with each other. There is a family feel at the service. People, their representatives and staff take a genuine interest in each other. People make themselves and each other drinks and snacks, we also saw individuals supporting each other at mealtimes and throughout the day. The manager works creatively to help people maintain their social connections and to remain as active members of their local community.

There are adequate staffing levels in place to meet people's needs and support them to achieve their goals. We observed many diligent, unrushed, patient and friendly interactions during the inspection. A representative told us *"I can honestly say I've never come across a staff team with so much empathy and understanding for people"*.

Environment

There has been a substantial investment in the building by the provider since the last inspection. The environment is maintained to a high standard by a dedicated maintenance and housekeeping team. Internal and external communal spaces are well used by people to socialise with each other, staff and their visitors. People move around the home freely without restrictions. The kitchen is a hub for people to enjoy spending time together, chatting and drinking teas and coffees. Individual rooms are personalised by people with their own pictures, ornaments and furniture. People have their photographs outside their rooms to help them orientate around the building. People value the spacious and inviting gardens, which are well used for socialising, exercise and relaxation.

The home is bright and fresh; pictures of the local area help connect people with their community. The provider has completed most of the work on their extensive upgrade programme, with the majority of rooms being decorated, windows replaced, steps removed, fitted a new bathroom and a lift has been installed. We were told that any issues are acted upon promptly and the provider ensures equipment is available for people to use that maintains their dignity and independence.

Regular Health and Safety audits of the property are consistently completed. Testing of fire safety equipment is up-to-date and Personal Evacuation Plans are individualised and useful in emergencies.

People enjoy a variety of freshly prepared home cooked meals. Individuals can choose to eat together socially or quietly on their own. A representative told us *“They go out and get what she wants and she enjoys that”*. Actions from the latest environmental health visit are being addressed by the provider.

Leadership and Management

The provider has very good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI is involved in the day to day running of the service, people and staff describe them as approachable and supportive. A care worker said *“They are really good and we are well supported by the owners. The RI takes people out and really knows them well”*. The RI visits the service as required by Regulations, and consults with people, their representatives and staff. This information and feedback from internal audits is used to inform the six-monthly Quality of Care Review.

The manager works directly with people and knows them well. People are at the heart of the service and we were told this person-centred culture starts with the manager. A representative told us *“[Manager] is a one off, he’s so attentive to the individual”*. Care workers describe the manager as caring, supportive and accommodating, one told us *“I feel so valued and appreciated by the manager”*.

Staff receive high quality supervision, that constructively focuses on specific themes every two months but staff said they value the day to day availability of the manager. A care worker told us. *“Supervision is good, we discuss my needs and if I need anything but I’d go straight to the manager if I had an issue and he’d help me sort it out”*. Discussions with staff, demonstrate a good understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a thorough induction and ongoing mandatory and person specific training to meet people’s needs. A care worker told us *“Training is a good refresher and keeps me on top of things and I really enjoy the E:Learning”*. The manager support staff to complete the ‘All Wales Induction Framework for Health and Social Care’ and register with Social care Wales.

Sufficient numbers of care workers meet people’s needs and all staff take time to sensitively interact with them as often as possible. The whole team of staff take time to get to know people and build up trusting relationships with them.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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